



# Citizen's / Client's Charter For

## 2023-24



*(Indian Council of Agricultural Research)*  
**75, Santhome High Road, MRC Nagar, Chennai - 600028**

Address : 75, Santhome High Road, MRC Nagar, RA Puram, Chennai – 600028

Tamil Nadu, India

Website ID <http://www.ciba.res.in>

Date of Issue : Jan, 23, 2023

Next Review : Jan 2025

## **VISION**

CIBA envisages its role as one of the world's foremost scientific research institute in brackishwater aquaculture through the pursuit of excellence in research and innovation that contribute modernization and development of sustainable brackishwater aquaculture in the country.

## **MISSION**

Our mission is to realize this vision through basic and applied research, and providing technological backstopping suitable for Indian conditions for the development of sustainable brackishwater aquaculture, which would provide much-needed food, nutritional security, employment, economic well-being and societal development.

## **MANDATES**

Basic, strategic and applied research for techno-economically viable and sustainable culture systems for finfish and shellfish in brackishwater

Species and systems diversification in Brackishwater aquaculture

Act as a repository of information on brackishwater fishery resources with a systematic database

Human Resource Development, capacity building and skill development through training, education and extension

## Main Services/ Transactions

| Sl. No. | Service(s)/ Transaction(s)       | Weight | Responsible Person along with Designation               | Email                  | Mobile & Land line Phone | Process                                                                                                                          | Document (s) Required                          | Fees       |                         |                                    |
|---------|----------------------------------|--------|---------------------------------------------------------|------------------------|--------------------------|----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|------------|-------------------------|------------------------------------|
|         |                                  |        |                                                         |                        |                          |                                                                                                                                  |                                                | Category   | Mode                    | Amount                             |
| 1       | Aquatic Animal Disease Diagnosis |        | Dr. M. Shashi Shekhar, Principal Scientist & HOD, AAHED | MS.Shekhar@icar.gov.in | 9380645044               | Receive request from client                                                                                                      | Written request as hard copy or through e mail | On request | Cash/ DD/Online payment | As fixed by the fixation committee |
|         |                                  |        |                                                         |                        |                          | Assessment/evaluation of requirements, working out of cost and informing client in 7 working days                                | Written work order with approval of costing    |            |                         |                                    |
|         |                                  |        |                                                         |                        |                          | Supply of results in 10-20 working days after the receipt of samples depending on number of parameters per sample to be analyzed |                                                |            |                         |                                    |
| 2       | Fish Seed Sale                   |        | Dr. M.Kailsam Principal Scientist & HOD, FCD            | Kailasam.M@icar.gov.in | 9444234524               | Receive request from client                                                                                                      | Written request as hard copy or through e mail | On request | Cash/ DD/Online payment | As fixed by the fixation committee |
|         |                                  |        |                                                         |                        |                          | Assessment/evaluation of requirements, working out of cost and informing client in 7 working days                                | Written work order with approval of costing    |            |                         |                                    |

|   |                                                     |  |                                                              |                            |            |                                                                                                   |                                                |            |                         |                                    |
|---|-----------------------------------------------------|--|--------------------------------------------------------------|----------------------------|------------|---------------------------------------------------------------------------------------------------|------------------------------------------------|------------|-------------------------|------------------------------------|
|   |                                                     |  |                                                              |                            |            | Supply of seeds in 10-20 working days if the seed production is ongoing. Payment in advance.      |                                                |            |                         |                                    |
| 3 | Aquafeed and Ingredient Analysis                    |  | Dr. K. Ambasankar<br>Principal Scientist &<br>SIC, Nutrition | K.Ambasankar@icar.gov.in   | 9444234498 | Receive request from client                                                                       | Written request as hard copy or through e mail | On request | Cash/ DD/Online payment | As fixed by the fixation committee |
|   |                                                     |  |                                                              |                            |            | Assessment/evaluation of requirements, working out of cost and informing client in 7 working days | Written work order with approval of costing    |            |                         |                                    |
|   |                                                     |  |                                                              |                            |            | Supply of feeds in 10-20. Working days payment.                                                   |                                                |            |                         |                                    |
| 4 | Water & Soil Analysis with relevance to aquaculture |  | Dr.M.Muralidhar<br>Principal Scientist                       | Muralichintu.M@icar.gov.in | 9840368856 | Receive request from client                                                                       | Written request as hard copy or through e mail | On request | Cash/ DD/Online payment | As fixed by the fixation committee |
|   |                                                     |  |                                                              |                            |            | Assessment/evaluation of requirements, working out of cost and informing client in 7 working days | Written work order with approval of costing    |            |                         |                                    |
|   |                                                     |  |                                                              |                            |            | Supply of results in 10-20 working days after the receipt of samples depending on number          |                                                |            |                         |                                    |

|   |                                  |  |                                                   |                      |            |                                                                                                                     |                                                |            |                         |                                    |
|---|----------------------------------|--|---------------------------------------------------|----------------------|------------|---------------------------------------------------------------------------------------------------------------------|------------------------------------------------|------------|-------------------------|------------------------------------|
|   |                                  |  |                                                   |                      |            | of parameters per sample to be analyzed                                                                             |                                                |            |                         |                                    |
| 5 | HRD Training                     |  | Dr.P.K.Patil<br>Principal Scientist &<br>OIC, HRD | PK.Patil@icar.gov.in | 9941468356 | Receive request from client                                                                                         | Written request as hard copy or through e mail | On request | Cash/ DD/Online payment | As fixed by the fixation committee |
|   |                                  |  |                                                   |                      |            | Assessment/evaluation of requirements, working out of cost and informing client in 15 working days                  | Written work order with approval of costing    |            |                         |                                    |
|   |                                  |  |                                                   |                      |            | Conduct of training as per the requirement.                                                                         |                                                |            |                         |                                    |
| 6 | Consultancy/ Technology transfer |  | Dr.P.K.Patil<br>Principal Scientist OIC, ITMU     | PK.Patil@icar.gov.in | 9941468356 | Receive request from client                                                                                         | Written request as hard copy or through e mail | On request | Cash/ DD/Online payment | As fixed by the fixation committee |
|   |                                  |  |                                                   |                      |            | Assessment/evaluation of requirements, working out of cost and informing client in 7 working days                   | MoU                                            |            |                         |                                    |
|   |                                  |  |                                                   |                      |            | Supply of technology /consyltancy and regular interaction for the technology implementation and validation analyzed |                                                |            |                         |                                    |

## Service Standards

| S.No. | Service(s)/ Transaction(s)                          | Weight | Success Indicator(s)                                                           | Service Standard | Unit | Weight | Data Source                        |
|-------|-----------------------------------------------------|--------|--------------------------------------------------------------------------------|------------------|------|--------|------------------------------------|
| 1     | Aquatic Animal Disease Diagnosis                    | 25     | Time for processing and analysis and supply of results & Reliability of data.  | 2                | Week | 25     | Institute website<br>Annual report |
| 2     | Fish Seed Sale                                      | 15     | Availability and Quality of the seeds                                          | 3                | Week | 15     | Institute website<br>Annual report |
| 3     | Aquafeed and Ingredient Analysis                    | 10     | Time for processing and analysis and supply of results & Reliability of data   | 2                | Week | 10     | Institute website<br>Annual report |
| 4     | Water & Soil Analysis with relevance to aquaculture | 15     | Time for processing and analysis and supply of results & Reliability of data   | 2                | Week | 15     | Institute website<br>Annual report |
| 5     | HRD Training                                        | 20     | Communication on the training and quality of the training, & reading materials | 4                | Week | 20     | Institute website<br>Annual report |
| 6     | Consultancy/ Technology transfer                    | 15     | Time taken for processing and formulation of the technology transfer           | 4                | Week | 15     | Institute website<br>Annual report |

## Grievance Redress Mechanism

| S.No. | Name of the Public Grievance Officer  | Helpline Number          | Mobile number | E mail                   |
|-------|---------------------------------------|--------------------------|---------------|--------------------------|
| 1     | Dr. K. Ambasankar Principal Scientist | 91 44 24618817- Ext. 210 | 9444234498    | K.Ambasankar@icar.gov.in |

## List of Stakeholders/Clients

| S. No. | Stakeholder/Clients                                                         |
|--------|-----------------------------------------------------------------------------|
| 1      | Fish /shrimp Farmers                                                        |
|        | Hatchery Owners                                                             |
|        | Feed companies                                                              |
|        | Other input suppliers for aquaculture                                       |
| 2      | State Fisheries Departments                                                 |
| 3      | Students                                                                    |
| 4      | R & D Institutions                                                          |
| 5      | Other Government Departments that deal with DARE, DAHD & F                  |
| 6      | National Fisheries Development Board                                        |
| 7      | State Agriculture/ Irrigation/ Forest/ Revenue/ Water Transport Departments |
| 8      | Ministries (MoEF, MoA, MoES, MoC)                                           |
| 9      | Institutional Finance and Insurance organizations                           |

## Regional Centres / Stations

| S. No. | Name of the Regional Centres / Stations      | Landline Number                 | Mobile Number | Email                    | Address for Correspondence                                                                             |
|--------|----------------------------------------------|---------------------------------|---------------|--------------------------|--------------------------------------------------------------------------------------------------------|
| 1      | Muttukadu Experimental Station (MES) of CIBA | 91 44 27472344<br>91 4427472061 | 9581035705    | oic_mes.ciba@icar.gov.in | ICAR-CIBA Muttukadu Experimental Station (MES) Kovalam Post, Muttukadu, ECR, Chennai-613112 Tamil Nadu |
| 2      | Kovalam Experimental Station (KES) of CIBA   | -                               | 9677039103    | oic_kes.ciba@icar.gov.in | No 43, Kovalam-Kelambakkam Road, Thiruvидanthai, Changalpattu, Tamil Nadu 603112.                      |

|   |                                                  |                 |            |                           |                                                                                                                                         |
|---|--------------------------------------------------|-----------------|------------|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| 3 | Kakdwip Research Centre of CIBA, West Bengal     | 91-03210-255072 | -          | krckakdwip@yahoo.co.in    | 24 Parganas District (South) Kakdwip - 743 347, West Bengal.                                                                            |
| 4 | Navsari Gujarat Research Centre of CIBA, Gujarat | 91 7977078509   | 9421717537 | Ritesh.Tandel@icar.gov.in | 1st Floor, Animal Husbandry Polytechnic, Navsari Agricultural University Campus, Eru Char Rasta, Dandi Road, Navsari - 396 450, Gujarat |

### Indicative Expectations from Service Recipients

| S. No. | Indicative Expectations from Service Recipients                                    |
|--------|------------------------------------------------------------------------------------|
| 1      | Timely submission of documents, indents or requirements by service recipient       |
| 2      | Timely follow up action by the recipients                                          |
| 3      | Application of research advisory series by clients                                 |
| 4      | Implementation of consultancy and contract research recommendations by the clients |
| 5      | Adoption and implementation of technologies/ strategies/ guidelines                |

| Service(s)/ Transaction(s)                          |
|-----------------------------------------------------|
| Aquatic Animal Disease Diagnosis                    |
| Fish Seed Sale                                      |
| Aquafeed and Ingredient Analysis                    |
| Water & Soil Analysis with relevance to aquaculture |
| HRD Training                                        |
| Consultancy/ Technology transfer                    |